

REMARKS

Claims 1-4, 6 and 9 are pending in this application. By this Amendment, claims 1 and 3 are amended and claim 9 is added. Support for the amendment to claim 1 can be found, for example, in paragraph [0017] on page 10. Support for added claim 9 can be found, for example, in Fig. 7 and paragraph [0025] on page 13. Claim 3 is amended to depend from claim 2. No new matter is added. Reconsideration of the application based on the above amendments and the following remarks is respectfully requested.

Applicants appreciate the courtesies shown to Applicants' representative by Examiner Nguyen in the September 11, 2007 personal interview. Applicants' separate record of the substance of the interview is incorporated into the following remarks.

I. Rejection of the Claims

The Office Action rejects claims 1-4 and 6 under 35 U.S.C. §103(a) over L'Allier et al. (L'Allier), U.S. Patent No. 6,039,575, in view of Chao et al. (Chao), U.S. Patent No. 6,325,632. The rejection is respectfully traversed.

As agreed during the personal interview, the combination of L'Allier and Chao fails to disclose or suggest register means for registering status of the educational support members to the educational support member database, in which each support member is ready to respond in real time to the support request, wherein the support selection means, when an educational support member is to be selected, selects the educational support member who has a status in which the member can readily respond in real time, as recited in independent claim 1.

The Office Action acknowledges that L'Allier fails to disclose the claimed connection agent means and register means, but asserts that these features are disclosed by Chao. However, as discussed during the personal interview, the session manager 110 disclosed by Chao merely manages a session between a student and an instructor during a time frame that is planned and determined in advance through negotiation between the instructor, the student

and the session schedule (see Abstract; col. 3, line 59; col. 4, lines 34-40; col. 5, line 66 to col. 6, line 1; and claim 33). Thus, as agreed during the interview, in Chao's system, the instructor's assistance is not provided readily in real time by the session manager 110 when the student is experiencing difficulty. Therefore, Chao fails to disclose or suggest register means for registering status of the educational support members to the educational support member database, in which each support member is ready to respond in real time to the support request, wherein the support selection means, when an educational support member is to be selected, selects the educational support member who has a status in which the member can readily respond in real time, as recited in independent claim 1.

Thus, claim 1 is patentable over the combination of L'Allier and Chao. Because claims 2-4 and 6 incorporate the features of claim 1, these claims also are patentable over L'Allier and Chao. Therefore, it is respectfully requested that the rejection be withdrawn.

II. Added Claim 9

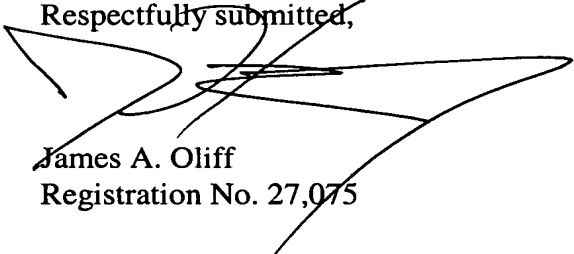
As discussed during the interview, added claim 9 also is patentable over the combination of L'Allier and Chao for at least its dependency to claim 1, as well as for the features that claim 9 recites.

III. Conclusion

In view of the foregoing, it is respectfully submitted that this application is in condition for allowance. Favorable reconsideration and prompt allowance of claims 1-4, 6 and 9 are earnestly solicited.

Should the Examiner believe that anything further would be desirable in order to place this application in even better condition for allowance, the Examiner is invited to contact the undersigned at the telephone number set forth below.

Respectfully submitted,


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Attachments:

Petition for Extension of Time
Request for Continued Examination

Date: September 19, 2007

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